**FOR OFFICE USE  
ONLY**Date Received: MAY 20, 2019 Case Number: 19-81**A. THIS COMPLAINT IS FILED AGAINST THE  
FOLLOWING:**Name of Veterinarian:  
\_\_\_\_\_Premise Name:  
\_\_\_\_\_Premise Address:  
\_\_\_\_\_City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code:  
\_\_\_\_\_Telephone: (\_\_\_\_) \_\_\_\_\_  
\_\_\_\_\_**B. INFORMATION REGARDING THE INDIVIDUAL FILING  
COMPLAINT\*:**

Name: Megan Jones

Address: \_\_\_\_\_

City: \_\_\_\_\_

Home Telephone: (\_\_\_\_) \_\_\_\_\_ Cell Telephone: \_\_\_\_\_

*\*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.*

**C. PATIENT INFORMATION (1):**

Name: Aleu

Breed/Species: Husky

Age: 5 years old Sex: Female Color: Black and White

**PATIENT INFORMATION**

**(2):**

Name:

\_\_\_\_\_

Breed/Species:

\_\_\_\_\_

Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Color: \_\_\_\_\_

\_\_\_\_\_

**D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:**

*Please provide the name, address and phone number for each veterinarian.*

Dr. Elizabeth Glicksman

Address: 12320 N 75th Ave, Peoria, AZ 85381

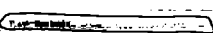
Phone: (623) 878-0033

**E. WITNESS INFORMATION:**

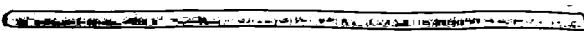
*Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.*

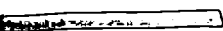
1) Michelle Eldridge

Address: 


Phone: 

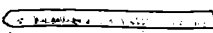
2) Dreama Carter

Address: 

Phone: 

3) Laura Mestas

Address: 

Phone: 

**Attestation of Person Requesting  
Investigation**

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: 

Date: 05/17/2019

**F. ALLEGATIONS and/or  
CONCERNS:**

*Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.*

I took my dog to this place because I was concerned of possible hotspots. Well turns out per the vet she had lesions on her belly and back. She calls me to advise shaving my dog, and when asked if they can only shave her where the infected areas are and not whole, they stated that they recommended shaving her whole due to the severity of the lesions (keep in mind she is a husky so I asked multiple times if there were other methods). So I had given my consent after the doctor stated that no groomer had the time to look at her. They sedated her for 4 HOURS, which I find now unnecessary after seeing what they did to her. When I got her back I felt grateful at first when I saw her tummy but when I saw her back, I was livid! They used a 40 blade on her instead of spot shaving her and there was nothing on her back. They did not have to shave her. THE VET ONLY SHOWED ME PICTURES OF THE BACK OF HER INNER LEGS NOT OF HER BACK AFTERWARDS AND SHE TOOK OFF TO THE NEXT PET. WHEN I ATTEMPTED TO SPEAK WITH A MANAGER TO VOICE MY CONCERNS SHE APPARENTLY ISN'T AVAILABLE. THEY CHARGED ME A GRAND FOR EVERYTHING, THAT WAS UNNECESSARY! I have called the office several times since yesterday asking to speak with the manager who yesterday was not available and today not in the office. When I asked for a corporate number they gave me a number which was not in service.

received  
6/4/19

## *Response to Board Complaint*

May 29, 2019

In re: 19-81 (Elizabeth Glicksman)

On Thursday, May 16, 2019, Megan Jones presented to Roadrunner Animal Hospital with her dog, "Aleu." My technician, Dae Gradillas, and I entered the room to examine the patient. Per Ms. Jones' account, she had taken Aleu hiking the previous weekend. Aleu has had foxtails stuck in her coat before, and the owner believed she had developed a "hot spot" on the inside of her right hind leg. Ms. Jones said Aleu had been favoring and limping on the right hind leg, as well as licking it excessively since the night before.

Upon initial examination, Aleu was found to be overall healthy. Once the leg was examined, however, it was noted that there was severe serous discharge with the surrounding fur being heavily matted. The patient was also severely painful with any palpation of the leg. I informed Ms. Jones it was not a hot spot, and could very likely be infected and draining as a result of possible foxtails having been embedded under the skin. I recommended sedating Aleu in order to be able to shave and clean the area without causing her unnecessary pain. The treatment plan was presented to Ms. Jones by Dae, and approved by the owner.

The patient was sedated, and the wound was addressed. As the affected area was shaved, it was noted that the wound extended far beyond what was initially visible. Numerous foxtails were also discovered in the patient's fur throughout her entire haircoat. Other wounds were palpable in the patient's axillary regions. The original wound was also now seeping serosanguinous discharge through the skin, and had an extremely foul-smelling odor. Based on the extent and severity of the wounds that were now visible with the patient being under sedation, I called Ms. Jones to give her an update. I explained what we were seeing, and strongly recommended fully shaving Aleu. Ms. Jones was initially reluctant, as Aleu is a Husky. I advised Ms. Jones she was correct in her concern, as Huskies do use their double coat for thermoregulation. This is why we never recommend or offer shaving Huskies for aesthetic purposes. Unfortunately, in Aleu's situation, we cannot fully assess and treat the foxtails without completely shaving her down to be able to see the skin. I advised Ms. Jones that the fur may grow back more coarse or a different color, but given the number of foxtails she had throughout her entire coat, it was medically necessary to fully shave Aleu so that we can have the best possible chance of removing all the foxtails. I also advised Ms. Jones it was possible we may be dealing with something more severe than just foxtails, and recommended a culture of the wound, as well as blood work and a skin biopsy to check for Valley Fever.

Ms. Jones agreed to shaving Aleu down as I recommended, but declined the other testing. I discussed adding another antibiotic (enrofloxacin) in addition to the generic Clavamox we were already sending home. Ms. Jones agreed to having the enrofloxacin called into a compounding pharmacy as it would be more affordable for her.

We proceeded to shave Aleu completely, as authorized by the owner, and left her head and tail with fur. The wound on the medial right thigh extended across the ventral abdomen and included the medial left thigh, all of which had normal-looking fur covering it. There were also infected wounds in both axillae. It took approximately 4 hours of sedated wound care to completely shave the patient, remove all palpable foxtails, and clean all the wounds. Numerous foxtails were felt embedded in the skin along Aleu's sides. These were only felt after the fur had been shaved, and bare hands were run along the patient's skin. Hemostats were used to remove the embedded foxtails. In sum, the successful foxtail removal would not have been possible had the owner not agreed to have Aleu completely shaved.

At discharge, I discussed with Ms. Jones why thoroughly shaving Aleu was medically necessary. I showed Ms. Jones photos of the affected areas, and explained that Aleu had hundreds of foxtails embedded deep within her skin that would not have otherwise been found. Ms. Jones seemed pleased, shook my hand, and thanked me for my services. I advised her that Dae would be in the room shortly to go over ongoing care and medications. Given the owner's level of appreciation and the fact that I specifically contacted her after my initial assessment to obtain her informed consent before shaving Aleu, I am sincerely shocked to see that she has filed this complaint. In retrospect, I cannot think of anything I would have done differently in this case and hate to think what would have happened had I only partially treated Aleu's foxtail infestation without recommending that she be completely shaved. Thank you.



**ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**

1740 W. ADAMS STREET, STE. 4600, PHOENIX, ARIZONA 85007

PHONE (602) 364-1-PET (1738) • FAX (602) 364-1039

VETBOARD.AZ.GOV

**INVESTIGATIVE COMMITTEE REPORT**

**TO:** Arizona State Veterinary Medical Examining Board

**FROM:** AM Investigative Committee: Robert Kritsberg, DVM - Chair  
Christina Tran, DVM  
Carolyn Ratajack  
Jarrod Butler, DVM

**STAFF PRESENT:** Tracy Riendeau, CVT – Investigations  
Victoria Whitmore, Executive Director  
Sunita Krishna, Assistant Attorney General

**RE:** Case: 19-81  
Complainant(s): Megan Jones  
Respondent(s): Elizabeth Glicksman, D.V.M. (License: 6632)

**SUMMARY:**

Complaint Received at Board Office: 5/20/19  
Committee Discussion: 8/6/19  
Board IIR: 9/18/19

**APPLICABLE STATUTES AND RULES:**

Laws as Amended August 2018  
(Lime Green); Rules as Revised September  
2013 (Yellow).

On May 16, 2019, "Aleu," a 5-year-old female Husky was presented to Respondent due to concerns of hot spots. Upon exam, Respondent found a wound with serous discharge on the inside of the dog's right rear leg that was likely due to foxtails. Numerous foxtails were discovered throughout the dog's entire coat.

Due to this finding, Respondent recommended fully shaving the dog to have the best possible chance of removing all the foxtails. Respondent also recommended culturing the wound, performing a skin biopsy and blood work. Complainant approved the dog be fully shaved and declined the recommended diagnostics.

**Complainant was noticed and did not appear.**  
**Respondent was noticed and appeared with Counsel, David Stoll.**

**The Committee reviewed medical records, testimony, and other documentation as described below:**

- Complainant(s) narrative: *Megan Jones*
- Respondent(s) narrative/medical record: *Elizabeth Glicksman, DVM*
- Witness(es) narrative: *Roadrunner Animal Hospital Staff*

**PROPOSED 'FINDINGS of FACT':**

1. On May 16, 2019, the dog was presented to Respondent for a possible hot spot. The dog had been favoring the right hind leg and licking the inner thigh. Complainant had given the dog 25mg Benadryl. Upon exam, the dog had a weight = 62.4 pounds, a temperature = 104.7 degrees, a heart rate = 128bpm and a heart rate = 52rpm. Respondent noted numerous foxtails throughout the dog's entire hair coat; medial right thigh had severe inflammation, serous discharge with moderate bruising; and severe pain with minimal palpation.

2. Respondent discussed her findings with Complainant and explained that it would be best to consider a grooming to remove all the foxtails, since many were embedded. Respondent recommended sedating the dog to perform wound care in the inner right thigh as she was concerned that foxtails may have burrowed into the dog's skin. Complainant approved and the dog was sedated at 12:15pm with dexmedetomidine 0.8mL (0.5mg/mL); butorphanol 0.65mL (10mg/mL); and ketamine 0.4mL (100mg/mL) IV or IM (?).

3. Respondent stated in her narrative that as the affected area was shaved, it was noted that the wound extended far beyond what was initially visible. Numerous foxtails were discovered in the dog's fur throughout the entire hair coat. Other wounds were palpable in the dog's axillary regions. The original wound began to seep serosanguinous discharge through the skin and had a foul-smelling odor. Due to these findings, Respondent called Complainant to discuss and strongly recommend fully shaving the dog. Complainant was reluctant. Respondent further explained that she could not fully assess and treat the foxtails without completely shaving the dog down to see the skin. She also reported that it was possible that they were dealing with something more severe than just foxtails, and recommended a culture of the wound, as well as blood work and a skin biopsy to check for Valley Fever. Complainant agreed to shave the dog as recommended but declined the testing.

4. During the 3.5 hour shave down and foxtail removal the dog was given additional sedation:

- a. 1:54pm – butorphanol 0.1 mL; ketamine 0.3mL; and dexdomitor 0.8mL IV;
- b. 2:30pm - butorphanol 0.3mL; and dexdomitor 0.1 mL IV; and
- c. 3:06pm – dexdomitor 0.3mL IV.

5. After the procedure, the dog was given the reversal drug atipamezole 0.8mL IM and Rimadyl 50mg/mL, 2.5mLs SQ. The dog was discharged later that day with the following:

- a. Carprofen 100mg, 17.5 caplets; give 1 and ¼ caplets by mouth every 24 hours for 14 days – start tomorrow; and
- b. Amoxi/Clavulanate 500mg/125mg, 28 tablets; give 1 tablet by mouth every 12 hours for 14 days.

6. At discharge, when Complainant asked why the dog needed to be fully shaved, Respondent explained that hundreds of foxtails were removed from the dog and many were embedded into the skin and were only visible after the dog was shaved. Bare hands were ran over the dog to feel the foxtails which were then needed be removed with hemostats.

7. Respondent stated in her narrative that Complainant agreed to adding another antibiotic, enrofloxacin, and having it called into a compounding pharmacy to make it more affordable.



This is not documented in the medical record.

**COMMITTEE DISCUSSION:**

The Committee discussed that after listening to testimony and reviewing the case file materials, they did not see a violation of the Veterinary Practice Act.

**COMMITTEE'S PROPOSED CONCLUSIONS of LAW:**

The Committee concluded that no violations of the *Veterinary Practice Act* occurred.

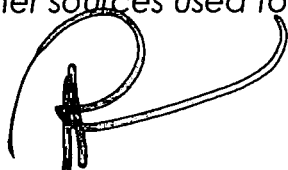
**COMMITTEE'S RECOMMENDED DISPOSITION:**

**Motion:** It was moved and seconded the Board:

*Dismiss this issue with no violation.*

**Vote:** The motion was approved with a vote of 5 to 0.

*The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.*

A handwritten signature in black ink, appearing to read 'Tracy A. Riendeau', written over a horizontal line.

Tracy A. Riendeau, CVT  
Investigative Division